

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	((creat\$3 or generat\$3) near35 (warranty near information)) same ((number or indicia or index or reference) near25 (purchased near5 (product or item or service or appliance or merchandise)))	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:43
L2	1069	705/4.ccls.	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:43
L3	5186	705/26.ccls.	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:43
L4	1666	705/27.ccls.	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:43
L5	1473	705/28.ccls.	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:43
L6	5	((creat\$3 or generat\$3) near35 (warranty near information)) and ((number or indicia or index or reference) near25 (purchased near5 (product or item or service or appliance or merchandise)))	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:43
L7	5	I6 and (online or (on near1 line) or Internet or web or network)	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:44
L8	0	I2 and I7	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:44
L9	3	I3 and I7	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:44
L10	1	I4 and I7	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:44
L11	0	I5 and I7	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:44
S1	120	(warranty near information) same (online or (on near1 line) or Internet or web or network)	US-PGPUB; USPAT	OR	OFF	2006/12/18 11:39
S2	92	((warranty near information) same (online or (on near1 line) or Internet or web or network)) and ((retrieve or retrieving or pull or pulling or download or dwnloading or display or displaying) near4 information)	US-PGPUB; USPAT	OR	OFF	2004/08/02 18:08
S3	30	((warranty near information) same (online or (on near1 line) or Internet or web or network)) and (((retrieve or retrieving or pull or pulling or download or dwnloading or display or displaying) near4 information) same database)	US-PGPUB; USPAT	OR	OFF	2004/08/02 18:08
S4	8	(warranty near information) same (online or (on near1 line) or Internet or web or network)	EPO; JPO; DERWENT	OR	OFF	2004/08/02 18:34

EAST Search History

S5	1	"20020040325".pn.	US-PGPUB; USPAT	OR	OFF	2004/08/02 19:11
S6	3160	705/26.ccls.	US-PGPUB; USPAT	OR	OFF	2004/08/06 17:33
S7	1095	705/27.ccls.	US-PGPUB; USPAT	OR	OFF	2004/08/06 17:33
S8	944	705/28.ccls.	US-PGPUB; USPAT	OR	OFF	2004/08/06 17:33
S9	633	705/4.ccls.	US-PGPUB; USPAT	OR	OFF	2004/08/06 17:34
S10	833	235/383.ccls.	US-PGPUB; USPAT	OR	OFF	2004/08/06 17:34
S11	1	"20020040325".pn.	US-PGPUB; USPAT	OR	OFF	2005/04/18 18:46
S12	1	"3661407".pn.	US-PGPUB; USPAT	OR	ON	2005/12/28 13:52
S13	21	(repair near5 status) same (request or send or display) same (shop or vendor or supplier or reatiler or seller)	US-PGPUB; USPAT	OR	OFF	2006/06/20 15:51
S14	0	S13 and indenti\$8	US-PGPUB; USPAT	OR	OFF	2006/06/20 15:46
S15	16	S13 and warranty	US-PGPUB; USPAT	OR	OFF	2006/06/20 15:51

Yogesh Garg Page 1 12/4/06

Appl.No: 09/805046

Connecting via Winsock to Dialog

Logging in to Dialog

Trying 31060000009998...Open

DIALOG INFORMATION SERVICES
PLEASE LOGON:

ENTER PASSWORD:

Welcome to DIALOG

Dialog level 05.13.02D

Reconnected in file 410 02dec06 11:51:08

>>>PROFILE is in a suspended state.

>>>Contact Dialog Customer Services to re-activate it.

* * *

File 410:Dialog Comm.-of-Interest Newsl/Jul (c) 2006 Dialog

Set Items Description

--- -----

Cost is in DialUnits

? b 410

02dec06 11:51:09 User242899 Session D578.10

\$0.00 0.114 DialUnits File410

\$0.00 Estimated cost File410

\$0.00 Estimated cost this search

\$0.00 Estimated total session cost 0.114 DialUnits

File 410:Dialog Comm.-of-Interest Newsl/Jul (c) 2006 Dialog

Set Items Description

--- -----

? set hi %%%;set hi %%%

HIGHLIGHT set on as "

HIGHLIGHT set on as "

? b 15, 9, 810, 275, 476, 610, 275, 476, 624,636, 621, 613, 813, 16, 160, 634, 148, 20, 77,
35, 583, 65, 2, 233, 474, 475, 99,348,349,347

>>> 77 does not exist
>>> 233 does not exist
>>> 2 of the specified files are not available
02dec06 11:53:35 User242899 Session D578.11
\$0.00 0.100 DialUnits File410
\$0.00 Estimated cost File410
\$0.80 TELNET
\$0.80 Estimated cost this search
\$0.80 Estimated total session cost 0.214 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2006/Dec 02
(c) 2006 ProQuest Info&Learning
File 9:Business & Industry(R) Jul/1994-2006/Dec 01
(c) 2006 The Gale Group
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 275:Gale Group Computer DB(TM) 1983-2006/Dec 01
(c) 2006 The Gale Group
File 476:Financial Times Fulltext 1982-2006/Nov 21
(c) 2006 Financial Times Ltd
File 610:Business Wire 1999-2006/Dec 01
(c) 2006 Business Wire.
*File 610: File 610 now contains data from 3/99 forward.
Archive data (1986-2/99) is available in File 810.
File 624:McGraw-Hill Publications 1985-2006/Dec 01
(c) 2006 McGraw-Hill Co. Inc
*File 624: Homeland Security & Defense and 9 Platt energy journals added
Please see HELP NEWS624 for more
File 636:Gale Group Newsletter DB(TM) 1987-2006/Dec 01
(c) 2006 The Gale Group
File 621:Gale Group New Prod. Annou.(R) 1985-2006/Nov 29
(c) 2006 The Gale Group
File 613:PR Newswire 1999-2006/Dec 01
(c) 2006 PR Newswire Association Inc
*File 613: File 613 now contains data from 5/99 forward.
Archive data (1987-4/99) is available in File 813.
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 16:Gale Group PROMT(R) 1990-2006/Dec 01
(c) 2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 634:San Jose Mercury Jun 1985-2006/Nov 30
(c) 2006 San Jose Mercury News
File 148:Gale Group Trade & Industry DB 1976-2006/Nov 30

(c)2006 The Gale Group
 File 20:Dialog Global Reporter 1997-2006/Dec 02
 (c) 2006 Dialog
 File 35:Dissertation Abs Online 1861-2006/Nov
 (c) 2006 ProQuest Info&Learning
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
 (c) 2002 The Gale Group
 *File 583: This file is no longer updating as of 12-13-2002.
 File 65:Inside Conferences 1993-2006/Dec 01
 (c) 2006 BLDSC all rts. reserv.
 File 2:INSPEC 1898-2006/Nov W3
 (c) 2006 Institution of Electrical Engineers
 File 474:New York Times Abs 1969-2006/Dec 02
 (c) 2006 The New York Times
 File 475:Wall Street Journal Abs 1973-2006/Dec 02
 (c) 2006 The New York Times
 File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Sep
 (c) 2006 The HW Wilson Co.
 File 348:EUROPEAN PATENTS 1978-2006/ 200648
 (c) 2006 European Patent Office
 *File 348: For important information about IPCR/8 and forthcoming
 changes to the IC= index, see HELP NEWSIPCR.
 File 349:PCT FULLTEXT 1979-2006/UB=20061116UT=20061109
 (c) 2006 WIPO/Thomson
 *File 349: For important information about IPCR/8 and forthcoming
 changes to the IC= index, see HELP NEWSIPCR.
 File 347:JAPIO Dec 1976-2006/Aug(Updated 061130)
 (c) 2006 JPO & JAPIO

Set Items Description

--- -----
 ? s ((purchas??? ? or buy??? ? or bought) (2n) (product or item or merchandise or
 appliance or automobile)) (10n) ((order or reference or purchase or identi???????? ?) (1n)
 (number or indicia)

>>>>Unmatched parentheses

? s ((purchas??? ? or buy??? ? or bought) (2n) (product or item or merchandise or
 appliance or automobile)) (10n) ((order or reference or purchase or identi???????? ?) (1n)
 (number or indicia))

Processing

Processing

Processed 10 of 26 files ...

Processing

Processing

Processing

Processing

Processed 20 of 26 files ...

Processing

>>>File 349 processing for IDENTI??????? ? stopped at IDENTILL

Processing

Completed processing all files

9039458 PURCHAS??? ?

9585078 BUY??? ?

2257463 BOUGHT

18966040 PRODUCT

1167971 ITEM

927075 MERCHANDISE

617082 APPLIANCE

1621875 AUTOMOBILE

12477415 ORDER

3611937 REFERENCE

5074685 PURCHASE

8717544 IDENTI??????? ?

17783614 NUMBER

30999 INDICIA

S1 357 ((PURCHAS??? ? OR BUY??? ? OR BOUGHT) (2N) (PRODUCT OR
ITEM OR MERCHANDISE OR APPLIANCE OR AUTOMOBILE)) (10N)
((ORDER OR REFERENCE OR PURCHASE OR IDENTI??????? ?)
(1N) (NUMBER OR INDICIA))

? s (creat??? ? or generat??? ?) (5n) (warranty (2n) (information or data))

Processing

Processed 10 of 26 files ...

Processing

Processing

Processing

Processing

Processed 20 of 26 files ...

Processing

Processing

Completed processing all files

14141249 CREAT??? ?

11830573 GENERAT??? ?

392807 WARRANTY

32989527 INFORMATION

18168182 DATA

S2 97 (CREAT??? ? OR GENERAT??? ?) (5N) (WARRANTY (2N)
(INFORMATION OR DATA))

? s S1 and S2

357 S1

97 S2

S3 3 S1 AND S2

? s s3 and repair

3 S3

1143135 REPAIR

S4 3 S3 AND REPAIR

? show files; ds

File 15:ABI/Inform(R) 1971-2006/Dec 02

(c) 2006 ProQuest Info&Learning

File 9:Business & Industry(R) Jul/1994-2006/Dec 01

(c) 2006 The Gale Group

File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

File 275:Gale Group Computer DB(TM) 1983-2006/Dec 01

(c) 2006 The Gale Group

File 476:Financial Times Fulltext 1982-2006/Nov 21

(c) 2006 Financial Times Ltd

File 610:Business Wire 1999-2006/Dec 01

(c) 2006 Business Wire.

File 624:McGraw-Hill Publications 1985-2006/Dec 01

(c) 2006 McGraw-Hill Co. Inc

File 636:Gale Group Newsletter DB(TM) 1987-2006/Dec 01

(c) 2006 The Gale Group

File 621:Gale Group New Prod. Annou.(R) 1985-2006/Nov 29

(c) 2006 The Gale Group

File 613:PR Newswire 1999-2006/Dec 01

(c) 2006 PR Newswire Association Inc

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 16:Gale Group PROMT(R) 1990-2006/Dec 01

(c) 2006 The Gale Group

File 160:Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

File 634:San Jose Mercury Jun 1985-2006/Nov 30

(c) 2006 San Jose Mercury News

File 148:Gale Group Trade & Industry DB 1976-2006/Nov 30

(c) 2006 The Gale Group

File 20:Dialog Global Reporter 1997-2006/Dec 02

(c) 2006 Dialog

File 35:Dissertation Abs Online 1861-2006/Nov

(c) 2006 ProQuest Info&Learning

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 The Gale Group

File 65:Inside Conferences 1993-2006/Dec 01

(c) 2006 BLDSC all rts. reserv.

File 2:INSPEC 1898-2006/Nov W3

(c) 2006 Institution of Electrical Engineers

File 474:New York Times Abs 1969-2006/Dec 02

(c) 2006 The New York Times

File 475:Wall Street Journal Abs 1973-2006/Dec 02

(c) 2006 The New York Times
 File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Sep
 (c) 2006 The HW Wilson Co.
 File 348:EUROPEAN PATENTS 1978-2006/ 200648
 (c) 2006 European Patent Office
 File 349:PCT FULLTEXT 1979-2006/UB=20061116UT=20061109
 (c) 2006 WIPO/Thomson
 File 347:JAPIO Dec 1976-2006/Aug(Updated 061130)
 (c) 2006 JPO & JAPIO

Set	Items	Description
S1	357	((PURCHAS??? ? OR BUY??? ? OR BOUGHT) (2N) (PRODUCT OR ITEM OR MERCHANDISE OR APPLIANCE OR AUTOMOBILE)) (10N) ((ORDER OR REFERENCE OR PURCHASE OR IDENTI???????? ?) (1N) (NUMBER OR IN-DICIA))
S2	97	(CREAT??? ? OR GENERAT??? ?) (5N) (WARRANTY (2N) (INFORMAT-ION OR DATA))
S3	3	S1 AND S2
S4	3	S3 AND REPAIR
? t s9/3, k/1-3		
>>>Set 9 does not exist		
? t s4/3,k/1-3		

4/3,K/1 (Item 1 from file: 348)
 DIALOG(R)File 348:EUROPEAN PATENTS
 (c) 2006 European Patent Office. All rts. reserv.

01414846

Method for managing product information and method for requesting repairs
 Verfahren für die Verwaltung von Produktinformation und Verfahren für
 Reparaturanforderungen
 Methode de gestion d'information de produits et methode pour requerir des
 reparations

PATENT ASSIGNEE:

FUJITSU LIMITED, (211463), 1-1, Kamikodanaka 4-chome, Nakahara-ku,
 Kawasaki-shi, Kanagawa 211-8588, (JP), (Applicant designated States:
 all)

INVENTOR:

Takae, Naohito, c/o Fujitsu Limited, 1-1, Kamikodanaka 4-chome,
 Nakahara-ku, Kawasaki-shi, Kanagawa 211, (JP)
 Tani, Hiroyuki, FUJ. HIGASHI-HOKKAIDO Sys.Eng.Ltd, 6, Kita 5-chome, Nishi
 7-Jo, Obihiro-shi, Hokkaido 080-0037, (JP)

Hanada, Saiko, Fujitsu Aomori Systems Engin. Ltd., 245-9, Yamaguchi, Nogi
, Aomori-shi, Aomori 030-0192, (JP)

LEGAL REPRESENTATIVE:

Stebbing, Timothy Charles et al (59641), Haseltine Lake & Co., Imperial
House, 15-19 Kingsway, London WC2B 6UD, (GB)

PATENT (CC, No, Kind, Date): EP 1195704 A2 020410 (Basic)
EP 1195704 A3 030514

APPLICATION (CC, No, Date): EP 2001302396 010315;

PRIORITY (CC, No, Date): JP 2000305298 001004

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS (V7): G06F-017/60

ABSTRACT WORD COUNT: 70

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
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CLAIMS A	(English)	200215	1875
----------	-----------	--------	------

SPEC A	(English)	200215	8912
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Total word count - document A	10787
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Total word count - document B	0
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Total word count - documents A + B	10787
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...SPECIFICATION present invention generally relates to methods for
managing production information and methods for requesting a repair
, and more particularly to a method for managing production information,
in which purchased product information...

...product information of a product that the customer purchased, and a
method for requesting a repair, in which a customer, who purchased
a product, can request to repair the product by using a cellular
phone of the customer.

2. Description of the Related...

...individually maintain a warranty paper sheet carried with the product.
When the customer requests a repair of the product the customer
purchased, the customer has to find the warranty paper sheet...

...of a service center described on the warranty paper sheet in order to
request to repair the product. Otherwise, the customer directly
brings the product to the shop that can repair the product and then
requests the shop to repair the product.

However, there are disadvantages in the conventional way of that the

customer maintains...

...a period of warranty. Thus, it takes time before the customer asks the shop to repair the product.

In addition, a maker producing the product usually does not maintain customer information...

...the present invention to provide methods for managing product information and methods for requesting a repair, in which the above-mentioned problems are eliminated.

A more specific object of the present...

...Another specific object of the present invention is to provide a method for requesting a repair in which a customer can easily request to repair a purchased product by using a customer-terminal.

The above objects of the present invention...

...that the customer purchased, and the step (c) including the steps of:
(d) distributing a repair request sheet including repair information for a repair person who is selected by searching for the sales information management database based on the...

...the selective request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased; and (e) maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as repair history information to a repair history database. The method can further include the steps of: (f) searching for the purchased product identification corresponding to the repair contents showing a recall from the repair history database; (g) extracting the customer information from the sales information management database based on...of the customer who purchased a product to be recalled can be extracted from the repair history information database including repair contents related to the recall and the sales information management database. Also, based on the

...

...The other objects of the present invention are achieved by a method for requesting to repair a purchased product through a customer-terminal, the method including the steps of: displaying a...

...customer using the customer-terminal, to a support center supporting the product; and requesting to repair the product identified by the purchased product identification by informing the support center one of

...

...addition, the customer can refer to the received warranty information and also can request to repair the purchased product by simply selecting a desired request item from the selective request items...

...the warranty paper sheet of the purchased product and the customer can easily request to repair the purchased product.

BRIEF DESCRIPTION OF THE DRAWINGS

Other objects, features and advantages of the...

...the present invention;

FIG.5 is a flowchart for explaining a process for requesting a repair by utilizing a customer-cellular phone, according to the embodiment of the present invention;

FIG.6 is a flowchart for explaining the process for requesting a repair by utilizing the customer-cellular phone, according to the embodiment of the present invention;

FIG...

...according to the embodiment of the present invention;

FIG.8 is a diagram showing a repair request sheet according to the embodiment of the present invention;

FIG.9 is a diagram...

...the present invention;

FIG.11 is a flowchart for explaining a process for confirming a repair situation according to the embodiment of the present invention;

FIG.12 is a flowchart for...

...After that, the service center 100 can send the customer-cellular phone information concerning a repair of the purchased product or a recall of the purchased product.

...35 automatically receives the user information from the customer-cellular phone 40 and then transmits purchased product information concerning the product that the customer purchased, the purchase number, and the user information (step S105). When the user information received from the customer-cellular...

...a product information DB 51 concerning products handled by the shop 30 based on the purchased product information received from the shop 30, the purchase number and a purchased date and then creates warranty information. Also, the service center 100 creates customer information including the warranty information (step S106). The created customer information is registered to customer information DB 52 in the storage unit 16 in...

...DB 51 and the customer information DB 52. Also, the service center 100 includes the purchased product information and purchase number in the message in accordance with a predetermined form. Hereinafter, a message is transmitted by...

...confirms that the user registration is completed. Also, the customer-cellular phone 40 creates a purchased product list by confirming that the purchase number received in the step S103 is identical based on the purchased product information and the purchase number.

As described above, from the user registration registered by the customer-cellular phone 40, the...

...with the shop 30 handling the user registration, it is possible to set the shop number identifying the shop 30 where the customer purchased the product.

In step S108 in FIG.3, for example, the purchased product list created by the...

...service center 100 based on the product information DB 51.

A process for requesting a repair from the purchased product list created by the customer-cellular phone 40 will now described...

...6.

FIG.5 and FIG.6 are flowcharts for explaining the process for requesting a repair by utilizing the customer-cellular phone 40, according to the embodiment of the present invention...

...purchased product list 60 and then pushes a button to send an e-mail. The purchased product list 60 creates a repaired repair request form including the purchase number indicated by the number "01" and then sends to the service center 100. However, if...

...step S112, the service center 100 obtains the purchase number from e-mail of the repair request received from the customer and then retrieves the customer information from the customer information DB 52 and repair history information from a repair history information DB 53 based on e-mail address of a sender. Also, the service

...

...within the predetermined period and contents for confirming whether or not the customer wants to repair the product at this time. The confirmation message sent to the customer-cellular phone may include at least the following four request items:

1. want to repair

2. do not repair
3. request to collect the product
4. delete purchased product information.

Also, the service center 100 searches for information indicating the product is repaired within the predetermined period, from the repair history information DB 53.

In step S114, the customer receives the confirmation message from the

...

...confirms the warranty period. By informing the warranty period, the customer easily confirms that the repair is before or after the warranty is expired. The customer selects one request item from...step S128 of FIG. 6.

In the step S116, when the replied message showing the repair request (the request item number "1") is received from the customer-cellular phone 40, the service center 100 sends a repair request accept message showing that the repair request is accepted. The repair request accept message includes contents requesting to select one place to receive a repaired product...

...a case in which the repaired product is supposed to be shipped. That is, the repair request accept message includes the following:

- 1.receive at home
- 2.receive at the shop where you purchased the product.

In step S117, the customer receives the repair request accept message from the service center 100. When the repair request accept message includes contents requesting to select the place receiving the repaired product, the...

...receiving the repaired product from the customer-cellular phone 40, the service center 100 generates repair request information showing that the repair request is made by the customer based on the selection of the place by using the customer information DB 52 and a shop information DB 54. The generated repair request information is accumulated in a repair request information DB 56.

In step S119, the service center 100 assigns the repair request information to another service center 100 near to the address of the customer included in the repair request information. Based on the repair request information, a repair request sheet 71 to be distributed to a local service center as the service center...

...At the same time, a repaired product shipping request sheet 72 is generated. The generated repair request sheet 71 and the repaired product shipping request sheet 72 are distributed to the...

...service center searches for the product information from the product information DB 51 and the repair request information for from

repair request information DB 56 based on the distributed repair request sheet 71, and then contacts the customer to confirm a trouble situation. The service person telephones the customer to confirm details of repair and then visits the customer to repair the product if necessary.

In step S121, when the service person completes to repair, the service person registers the repair history information to the repair history information DB 53 in order to guarantee to repair the same trouble with the product. Then, the local service center terminates the repair process.

When the replied message shows the request item number "2" (do not repair) in the step S115, the service center 100 registers request information showing a history of a request to a request history information DB 55 based on the repair request information from the customer-cellular phone 40 in step S123 in FIG.6. Then, the service center 100 completes the repair process.

When the replied message shows the request item number "3" (request to collect the...52 when it is completed to collect the product. The service center 100 completes the repair request process.

In a case in which the replied message from the customer shows the...

...the purchased product list received from the service center 100. When the customer requests to repair a product based on the displayed purchased product list, the step S111 in FIG.5...

...phone 40 and then to easily make a request of repairing a purchased product.

The repair request sheet 71 generated in step S119 and distributed to the local service center near...

...address of the customer will now be described.

FIG.8 is a diagram showing a repair request sheet 71 according to the embodiment of the present invention.

In FIG.8, the repair request sheet 71 related to the purchase number "AAAAAA00000011" issued on "10/09/2000" includes service center information 711 concerning the local service center to request a repair, request product information 713 concerning the product to be repaired, customer information 715 concerning the customer who wants to repair the product.

The service center information 711 includes information of an address of the local service center where the repair request sheet 71 is distributed in the step S119.

The request product information 713 includes...

...repaired before.

The customer information 715 includes the address of the customer who

requests to repair the product.

FIG.9 is a diagram showing the repaired product shipping request sheet 72...

...product.

The shipping-to information 721 includes an address of the customer who requests to repair, a name, a telephone number and the like.

The repaired product information 723 includes a product name that the customer requests to repair, a manufacture number and the like.

The shipping-from information 725 includes an address of...

...The collection service information 731 includes an address of the local service center where the repair request sheet 71 is distributed in the step S126.

The product information 733 includes a...

...product.

A process, in a case in which the customer asks the shop 30 a repair situation after the repair request of the purchased product, will now be described.

FIG.11 is a flowchart for explaining the process for confirming the repair situation according to the embodiment of the present invention.

In FIG.11, in step S131, the shop 30 accepts a request from the customer and then requests the repair situation of the service center 100. That is, the shop 30 sends a message including the shop code and requesting the repair situation to the service center 100.

In step S132, the service center 100 checks the...

...center 100.

In step S135, the shop 30 sends the purchase number to request the repair situation.

In step S136, the service center 100 confirms the customer information and the repair request information corresponding to received purchase number by searching for the customer information DB 52 and the repair request information DB 56, respectively. And also, the service center 100 generates repair situation information by referring to the repair history information corresponding to the purchase number from the repair history information DB 53 and then notifies the generated repair situation information of the shop 30.

In step S137, the shop 30 confirms the repair situation information notified from the service center 100 and then contacts the customer to inform the repair situation. The process for confirming the repair situation is completed.

An advertising process for replacement products to the customer-cellular phone 40...

...512 based on component information of a defect component of the product shown by the repair history information DB 53. Subsequently, the service center 100 creates defect product information and stores...

...information DB 81. Also, the service center 100 creates a defect status based on the repair history information DB 53 and stores to the defect status DB 82.

In step S302...the defect status, the handling method and the like.

In the recall process, since the repair history information, the product information, the component information, the customer information and the like are...

...period in the warranty information. The warranty period is used when the customer requests to repair the product.

In FIG.15A, for example, the customer information DB 52 shows that the

...

...service center 100 includes a control part 101, a customer information managing part 102, a repair request processing part 103, a collection request processing part 104, a purchased product information deleting part 105, a purchased product list creating part 106, a repair status request processing part 107, a need-to-replace product information generating part 108, an...

...product information DB 51, the component information DB 512, the customer information DB 52, the repair history information DB 53, the shop information DB 54, the request history information DB 55, the repair request information DB 56, the collection request information DB 57, the collection draft information DB...

...product based on the product information DB 51, when the customer purchases the product.

The repair request processing part 103 creates repair request information based on a repair request message from the customer-cellular phone 40 and stores the repair request information to the repair request information DB 56. In addition, the repair request processing part 103 distributes each repair request sheet 71 to each local service center based on each repair request information maintained in the repair request information DB 56. The repair request processing part 103 registers the repair history information to the repair history information DB 53 when the product is repaired. On the other hand, when the customer cancels to repair after the customer has sent the repair request message, the repair request processing part 103 stores information showing that the customer made a repair request, to the request history information DB 55.

The collection request processing part 104 creates...

...106 sends the created purchased product list 60 to the customer by e-mail.

The repair status request processing part 107 searches for the shop information for the shop information DB 54 in response to the request message requesting the repair status from the shop 30 and then confirms that the shop 30 is registered. The repair status request processing part 107 informs the repair status to the shop 30 based on the repair request information maintained in the repair request information DB 56.

The need-to-replace product information generating part 108 retrieves the...processing part 110 creates the defect product information of the defect product based on the repair history information DB 53 and the component information DB 512, and then stores the defect...

...are sold and customers that purchased. Therefore, when the product that the customer purchased needs repair, the service center 100 can inform the warranty period to the customer in response to the repair request message from the customer-cellular phone 40. Consequently, the customer is not required to...

...customer purchased. Also, in this case, it is possible for the customer to make a repair request by simply selecting a product from the purchased product list displayed at the customer...

...CLAIMS customer purchased, and

said step (c) is characterized by the steps of:

(d) distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the...

...the selective request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased (S118 and S119); and

(e) maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as repair history information to a repair history database (S120 and S121).

4. The method as claimed in claim 3, characterized in...

...showing places to receive a repaired product (S116) so that said step

(d) distributes said repair request sheet including one of the selective receiving place items, which is indicated by the customer, to said repair person.

5. The method as claimed in claim 3, characterized in that said step (b) is characterized by the steps of:
checking whether or not a same repair is conducted within a predetermined period, by searching for the repair history information from said repair history database based on the purchased product identification received from the customer (S113);
and
informing...

...characterized by the steps of:

- (f) searching for the purchased product identification corresponding to the repair contents showing a recall from said repair history database (S301 and S302);
- (g) extracting the customer information from said sales information management...

...as claimed in claim 3, further characterized by the steps of:

- (i) searching for the repair history information from the repair history information database based on the purchased product identification when a request message including the purchased product identification and requesting a repair status is received from the customer (S134); and
- (j) sending the repair status created based on the repair history information searched in the step (i) to the customer-terminal (S136).

8. The method...customer purchased, and

said code (c) is characterized by the codes of:

- (d) distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the...

...the selective request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased (S118 and S119); and

- (e) maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as repair history information to a repair history database (S120 and S121).

15. An apparatus for managing product information, said apparatus characterized...

...product that the customer purchased, and

said request process conducting part is characterized by:
a repair request sheet distributing part distributing a

repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the...

- ...the selective request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased (S118 and S119); and
- a repair contents maintaining part maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as repair history information to a repair history database (S120 and S121).
- 17. A method for requesting to repair a purchased product through a customer-terminal, said method characterized by the steps of:
 - displaying...
 - ...using the customer-terminal, to a support center supporting the product (S112); and
 - requesting to repair the product identified by the purchased product identification by informing the support center one of...
 - ...readable recording medium having a program recorded thereon for causing a computer to request to repair a purchased product through a customer-terminal, said computer-readable recording medium characterized by the...
 - ...the customer-terminal, to a support center supporting the product (S112); and
 - (x) requesting to repair the product identified by the purchased product identification by informing the support center one of...
 - ...request items are received from the support center (S114).
- 19. An apparatus for requesting to repair a purchased product through a customer-terminal, said apparatus characterized by:
 - a displaying part displaying...customer using the customer-terminal, to a support center supporting the product (S112); and
 - a repair requesting part requesting to repair the product identified by the purchased product identification by informing the support center one of...

4/3,K/2 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01435247 **Image available**

SOUND INSULATING COATING, IN PARTICULAR INNER FRONTAL WALL
LINING FOR MOTOR

VEHICLES

REVETEMENT D'INSONORISATION, EN PARTICULIER REVETEMENT
INTERIEUR DE CLOISON

DE SEPARATION POUR AUTOMOBILES

SCHALLISOLIERENDE VERKLEIDUNG, INSBESONDERE INNENSEITIGE
STIRNWANDVERKLEIDU

NG FUR KRAFTFAHRZEUGE

Patent Applicant/Assignee:

CARCOUSTICS TECH CENTER GMBH, Neuenkamp 8, 51381 Leverkusen, DE, DE
(Residence), DE (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

ZYBARTH Marion, Loh 74, 42929 Wermelskirchen, DE, DE (Residence), DE
(Nationality),

DREFFKE Gerald, Jesuitengasse 107A, 50737 Koln, DE, DE (Residence), DE
(Nationality),

Legal Representative:

MEYER Hans-Joachim (agent), Cohausz & Florack, Bleichstrasse 14, 40211
Dusseldorf, DE

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EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KM KN KP KR
KZ

LC LK LR LS LT LU LV LY MA MD MG MK MN MW MX MZ NA NG NI NO NZ
OM PG PH

PL PT RO RU SC SD SE SG SK SL SM SY TJ TM TN TR TT TZ UA UG US UZ VC
VN

YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LT LU LV MC
NL

PL PT RO SE SI SK TR

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Detailed Description

Detailed Description

... to a recipient. In addition, the item package can further contain a business transaction document reference package containing a purchase order reference entity characterizing a reference to a purchase order or an item in a purchase order. The business transaction document reference package can...

...a delivery reference entity, a service acknowledgement reference entity, an origin invoice reference entity, a purchase contract reference entity, a sales contract reference entity, a buyer product catalogue reference entity and a seller product catalogue reference entity. The purchase order reference entity...to a second application can be initiated in order to generate information associated with a purchase order. Responding to the request to generate information associated with a purchase order can include...

...package, a purchase order description package, a purchase order follow up message package and a purchase order item package. The purchase order entity can characterize a request by a buyer to a seller to provide certain quantities...

...with a purchase order and occurring subsequent to an issuance of such purchase order. The purchase order item package can contain information characterizing an item associated with a purchase order.

In some variations...

...purchase order.

The follow up dispatched delivery notification entity can characterize notification preferences of a buyer relating to outbound deliveries by a seller. The follow up service acknowledgement request entity can characterize notification preferences of a buyer relating to services provided by a seller.

The purchase order item package can further contain...

...item entity, a hierarchy relationship entity, a product information package, a price information package, a purchase order item party package, a purchase order location package, a purchase order item delivery information package, a purchase order item business transaction document reference package, a purchase order item attachment package, a purchase order item...

...package can contain a quote reference entity, a purchase contract reference entity, a sales contract reference entity, an origin purchase order reference entity, a buyer product catalogue reference entity and a seller product catalogue reference entity. The quote reference entity can...

...characterizing a hierarchical relationship between iteris, a product information package, a price information package, a purchase order information item party package, a purchase order information location package, a purchase order information item delivery information package containing information characterizing a delivery of goods associated with a purchase order...

...order information item attachment package containing information characterizing attachments relevant to a purchase order, a purchase order information item description package containing a description entity characterizing texts associated with a purchase order item, and a confirmation description entity characterizing texts regarding a purchase order item confirmation. The product...one or both of a purchasing contract reference entity characterizing a purchase contract or an item in a purchase contract and a sales order reference entity characterizing a sales order or an item in...

...consistent with the subject matter described herein; FIGS. 378AA-S depict an element structure for Purchase Order Information Legal Document Message in accordance with methods and systems consistent with the subject matter...a scenario variant model is used to depict an illustrative business scenario for a Maintenance Repair Operation ("MRO") Procurement 200, The developers use these scenario variant models to depict the individual...

...The internal request corresponds to the customer's internal documentation for the requested maintenance or repair. The customer then processes a purchase request (step 204). The purchase request corresponds to the customer's internal documentation for a specific product or service related to the maintenance or repair. Next, the customer processes a purchase order (step 206), which is sent to the supplier...

...type 1350 of the DeliveryInformation message 1348 is 0201, i. e., a message about the creation, change, and execution status of a delivery.

The FC 1306 also sends the DeliveryInformation message...GDT Address 4000a and Facsimile 4052a is unbounded 4052f. Facsimile 4052a is also comprised of Number 4053a, NumberDefaultIndicator 4054a, NumberDescription

4055a, and NumberUsageDenialIndicator 4056a.

For Number 4053a, the Category is F...

...4054a, the Category is Element 4054b, the Object Class is Facsimile
4054c, the Property is Number Default Indicator 4054d, the
Representation/Association is Indicator 4054e, the Type is CCT 4054f, and
the...

...the sender application for identifying a business document within a
message (if applicable, with a reference to a previous instance of a
business document within a previous message), information about the
sender...s Transaction Document Product 6609A, the Property Qualifier is
Manufacturer 661 OA, the Property is Identification 6611 A, the
Representation/Association is Identifier 6612A, the Type is CDT 6613A,
and...Incoterms is a standard contract formula for the terms of delivery,
PartialDelivery is the maximum number of partial deliveries that
may/can be carried out to deliver the ordered quantity of...and the Type
Name term is Counter Value 12410.

in a variation, non-negative, whole number values are permitted for
CDT DunningCounterValue 12400.

CDT DunningCounterValue 12400 specifies the number of dunning
notices that have been sent to one or more business partners in a...
changes of the
-purchase contract.

0 PurchaseContractus A PurchaseContractuseConfirmation o e-is a
confirmation from Purchasing 6 Confirmation to Purchase
Contract Management 3 about the use or change, respectively, of a
transmitted

purchase contract.

o...initiated and planned by a vendor/seller so that the former can
create a corresponding purchase order.

0 VendorGeneratedOrd VendorGeneratedOrderConfirmation 2
er-Confirmation is the confirmation from a The GDT...

4/3,K/3 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01357270 **Image available**

CONSISTENT SET OF INTERFACES DERIVED FROM A BUSINESS OBJECT
MODEL

ENSEMBLE COHERENT D'INTERFACES DERIVEES D'UN MODELE D'OBJET
COMMERCIAL

Patent Applicant/Assignee:

SAP AG, Neurottstrasse 16, 69160 Walldorf, DE, DE (Residence), DE
(Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

SEUBERT Michael, Vogelsangstr. 10, 74889 Sinsheim, DE, DE (Residence), DE
(Nationality), (Designated for all)

ADELMANN Stefan, Tannhaeuserring 104, 68199 Mannheim, DE, DE (Residence),
DE (Nationality), (Designated for all)

ALVAREZ Gabriel, Heinrich-boell-strasse 23, 68766 Hockenheim, DE, DE
(Residence), US (Nationality), (Designated for all)

BOCK Daniel, Fritz-Frey-Str. 5, 69121 Heidelberg, DE, DE (Residence), DE
(Nationality), (Designated for all)

BOLD Andreas, Hartmannstr. 28, 67063 Ludwigshafen, DE, DE (Residence), DE
(Nationality), (Designated for all)

BROSSLER Andreas, Am Schoepfspfad 4, 69251 Gaiberg, DE, DE (Residence),
DE (Nationality), (Designated for all)

BUCHMANN Daniel, Reetzstr. 19, 76327 Pfinztal, DE, DE (Residence), DE
(Nationality), (Designated for all)

COLLE Renzo, Oppelner Str. 2, 76437 Rastatt, DE, DE (Residence), DE
(Nationality), (Designated for all)

DOERNER Robert, Dieselstr. 1, 63071 Offenbach, DE, DE (Residence), DE
(Nationality), (Designated for all)

ELFNER Stefan, Amselgasse 6, 69121 Heidelberg, DE, DE (Residence), DE
(Nationality), (Designated for all)

FRANKE Stefan, Delmer Bogen 24a, 21614 Buxtehude, DE, DE (Residence), DE
(Nationality), (Designated for all)

GNAN Werner, Industriestrasse 7, 74918 Angelbachtal, DE, DE (Residence),
DE (Nationality), (Designated for all)

GROSS Antonia, Leipziger Str. 1, 69181 Leimen, DE, DE (Residence), DE
(Nationality), (Designated for all)

GSCHWENDER Gerhard, Brookefields, Kundanahalli, 56037 Bangalore, DE, DE
(Residence), DE (Nationality), (Designated for all)

HENDRICKS Joerg, 111 Duke Street, Montreal, QCH3C 2 M1, CA, CA
(Residence), DE (Nationality), (Designated for all)

HENGVOSS Wolf, Alte Heerstr. 1, 69168 Wiesloch, DE, DE (Residence), DE
(Nationality), (Designated for all)

HETZER Stephan, Wiesenweg 13, 74918 Angelbachtal, DE, DE (Residence), DE
(Nationality), (Designated for all)

HOFMANN Christine, Schlehdornweg 51, 69469 Weinheim, DE, DE (Residence),
DE (Nationality), (Designated for all)

JAECK Volker, Hinter Der Muehle 31, 69226 Nussloch, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 KELNBERGER Bernhard, Burgunderweg 2, 69231 Rauenberg, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 KEMMER Johann, Schillerstr. 24, 69242 Muehlhausen, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 KENNTNER Joachim, Saarstr. 5, 69126 Heidelberg, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 KIWON Adam, Gehaegestr. 20c, 30655 Hannover, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 KOETTER Karsten, Heinrich-Fuchs-Str. 36, 69126 Heidelberg, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 KRAEHMER Thilo, Friedrich-Ebert-Anlage 41, 69117 Heidelberg, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 KUEHL Axel, Kurpfalzstr. 58, 69226 Nussloch, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 KUSTER Corinne, Rettigheimer Str. 32, 69242 Muehlhausen/Kraichgau, DE, DE
 (Residence), CH (Nationality), (Designated for all)
 LEHNER Christoph, Hildastr. 9, 69115 Heidelberg, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 LIEBOLD Werner, Haselweg 2/2, 69168 Wiesloch, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 MAKRIS Otto, Hirtenaue 50, 69118 Heidelberg, DE, DE (Residence), GR
 (Nationality), (Designated for all)
 MORSCH Andreas, Nietzschestrasse 36, 68165 Mannheim, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 NIESWAND Wolfgang, Heinrich-Luebke-Weg 14, 69242 Muehlhausen, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 NIETSCHKE Thomas, Sinsheimer Str. 79, 69226 Nussloch, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 NOWOTNY Dietmar, Kraichgastr. 41a, 69234 Dielheim, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 PETER Markus, Viktoriastr. 25, 68789 St. Leon-Rot, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 PODHAJSKY Georg, Germerheimerstr. 5, 76661 Philippsburg, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 POETSCHKE Dominic, Theodor-Heuss-Str. 5, 76275 Ettlingen, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 RADCKE Ruediger, Viktoriastrasse 4, 76646 Bruchsal, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 RASCH Jochen, Freiherr-vom-Stein-Str. 6, 69207 Sandhausen, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 RIEKEN Gregor, Erlenweg 12, 69190 Walldorf, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 RIPP Volker, Robert-Blum-Str. 4, 68199 Mannheim, DE, DE (Residence), DE
 (Nationality), (Designated for all)

RITTER Gerd, Schwetzingenstr. 91, 69124 Heidelberg, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 SALA Paola, Marktplatz 6, 69117 Heidelberg, DE, DE (Residence), IT
 (Nationality), (Designated for all)
 SCHAPLER Daniela, Goethestr. 22, 68789 St. Leon-Rot, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 SCHMITT Matthias, Ernst-Rehm-Str. 7, 69124 Heidelberg, DE, DE (Residence)
 , DE (Nationality), (Designated for all)
 SCHNEIDER Andreas, V. Heyl Str. 4g, 67240 Bobenheim-Roxheim, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 SCHUELER Arnulf, Hildastr. 19a, 69115 Heidelberg, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 SEYLER Reiner, Unterm Moosgarten 14, 74933 Neidenstein, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 SIEVERS Ralf, Gartenstr. 7, 69190 Walldorf, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 STUHEC Gunther, Friedrichstrasse 10, 69117 Heidelberg, DE, DE (Residence)
 , AT (Nationality), (Designated for all)
 THOME Frank, Nebeniusstrasse 33, 76137 Karlsruhe, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 WAGNER Andre, Burghaeldeweg 38A, 74889 Sinsheim, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 WINKEL Rudolf, Heidelberger Str. 95, 69190 Walldorf, DE, DE (Residence),
 DE (Nationality), (Designated for all)
 YU Tao, Carl-Spitzwegstrasse 9A, 69190 Walldorf, DE, DE (Residence), CN
 (Nationality), (Designated for all)
 ZACHMANN Jens, Dudenhofer Strasse 4, 67346 Speyer, DE, DE (Residence), DE
 (Nationality), (Designated for all)
 ZADRO Renato, Helmhotz Str. 42, 68723 Schwetzingen, DE, DE (Residence),
 HR (Nationality), (Designated for all)
 ZIMMERMANN Theo, Adolph-Pfisterer-Strasse 31, 69168 Wiesloch, DE, DE
 (Residence), DE (Nationality), (Designated for all)
 MAAG Thomas, 68799 Reilingen, DE, DE (Residence), -- (Nationality),
 (Designated for all)
 GROSSMANN Toralf, 69168 Wiesloch, DE, DE (Residence), -- (Nationality),
 (Designated for all)
 ZOELLER Michael, 69231 Rauenberg, DE, DE (Residence), -- (Nationality),
 (Designated for all)

Legal Representative:
 SAITO Marina N et al (agent), 8000 Sears Tower, 233 South Wacker Drive,
 Chicago, IL 60606, US

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AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ
DE DK DM
DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KM KP KR
KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NG NI NO NZ OM
PG PH PL
PT RO RU SC SD SE SG SK SL SM SY TJ TM TN TR TT TZ UA UG US UZ VC VN
YU

ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LT LU MC NL
PL

PT RO SE SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

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Detailed Description

Detailed Description

... identify merchandise using the name of the product while another
program may identify the same merchandise using its model
number. Further, one business entity may use U.S. dollars to
represent its currency while another...

...systems consistent with the present invention; FIGS. 289A-H depict the
data model for the Purchase Requirement interfaces in accordance
with methods and systems consistent with the present invention; FIGS.
290A...

...consistent with the present invention; FIG. 310 depicts the message
choreography for the Order to Invoice in accordance
with methods and systems consistent with the present invention;
FIG. 3...

...interfaces in accordance with methods and systems consistent with the
present invention;

VI. Detailed Description

Reference will now be made in detail to an implementation
consistent with the present invention as...

...a scenario variant model is used to depict an illustrative business scenario for a Maintenance Repair Operation ("MRO") Procurement 200. The developers use these scenario variant models to depict the individual...

...The internal request corresponds to the customer's internal documentation for the requested maintenance or repair. The customer then processes a purchase request (step 204). The purchase request corresponds to the customer's internal documentation for a specific product or service related to the maintenance or repair. Next, the customer processes a purchase order (step 206), which is sent to the supplier...quote of a bidder communicated to a purchaser concerning the request for quotation for a product by the purchaser.

0160 Sales Order Fulfillment A SalesOrderFulfillmentRequest is a request (or change or Request cancellation of...the replenishment order initiated and planned by his vendor/seller. This confirmation from the customer/buyer for a "purchase order generated by the seller" can be regarded as a "purchase order" in the traditional sense...to two 4028i. StreetPrefixName 4028a may be restricted (see 4028j).

Housell) 4029a is the house number for the street in the address. For the Housell) 4029a, the Property is House Identification...

...GDT Address 4000a and Number 4053a is one 4053h.

NumberDefaultIndicator 4054a indicates whether a fax number is the default number for the address. In certain embodiments, there is a default fax...5046 is a date and time stamp (to the second) for when a message is created for the business document within the business application. For the GDT Creation - 90 Date Time...6930, the Type term is GDT 6932, and the Type Name is Business Transaction Document Item ID 6934. The Cardinality is from zero to n 6936.

The business process role of...person who is the contact person during the execution of business processes. GDT ContactPersonID 9200 identifies the contact person and the contact person's address. An example of GDT ContactPersonID 9200...

...contact person using a Global Unique Identifier. Schemell) 'PartyID' identifies a contact person using an identification number. ScherneAgencyll) is a business system in which the identifier was assigned.

The CDT ContactPersonInternal11) 9300...